AZENTIO®

CLAIM AUTOMATION

End-to-end digitization of the claim journey with cloud-powered automation

Enhance customer loyalty with Claim Automation

Customer loyalty is heavily influenced by the quality of service received during times of crisis. Important factors such as speed, simplicity and accuracy mean that efficiency is key throughout the claim processing journey, leading insurance companies to seek help with manual processes that are time consuming and error prone.

Azentio's advanced claim automation directly addresses these challenges by transforming the entire claims process from start to finish. Leveraging cutting-edge AI/ML technology and automated workflows, claim automation delivers a seamless, efficient, and highly accurate claims experience.

50%–60% Time saved per claim	**25%–30%** Productivity	**70%–76%** Cost saved per claim

Augment your claims processing with Claim Automation

Seamless integration with external entities: A unified platform with a multi-party login feature connects insurers, garages, and surveyors. This eliminates the need for manual updates and disparate systems, ensuring seamless coordination and faster claims resolution.

Auto allocation and notification: SMS and email notifications reduce claim turnaround time by up to 50% and enhance overall efficiency.

Advanced optical character recognition (OCR) technology: AI-powered damage assessment coupled with OCR capabilities ensures precise data capture and accurate estimates.
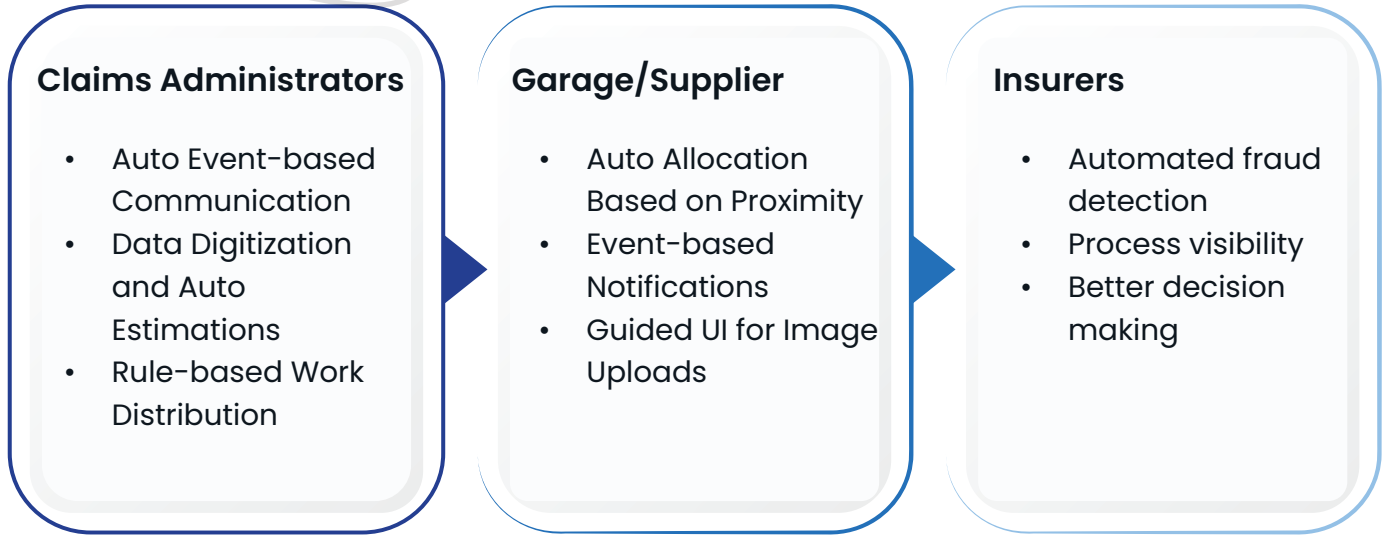
AI-powered workflow: Offers essential features like AI/ML rule engines, document management, and workflow automation for improved service and fraud detection.

Built-in fraud detection: Sophisticated fraud detection algorithms that flag suspicious activities based on historical data and claim patterns.
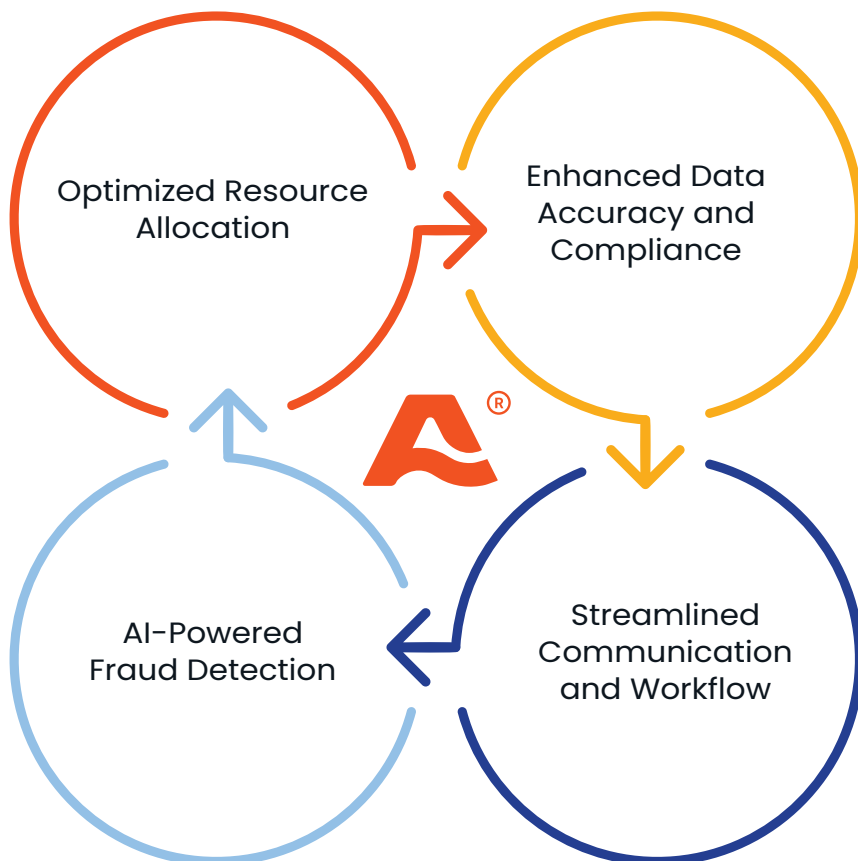
Enhance customer loyalty, employee productivity while mitigating risk and staying compliant

Claim Automation built-in compliance with regulatory requirements across the Middle East and Africa, mitigates non-compliance risk and associated penalties. Its intelligent assignment system enhances productivity across the claims process.

Claims Administrators

- Auto Event-based Communication
- Data Digitization and Auto Estimations
- Rule-based Work Distribution

Garage/Supplier

- Auto Allocation Based on Proximity
- Event-based Notifications
- Guided UI for Image Uploads

Insurers

- Automated fraud detection
- Process visibility
- Better decision making

Integrated sophisticated fraud detection algorithms flag suspicious activities based on historical data and claim patterns.

Claim Automation enables you to enhance customer loyalty and employee productivity while mitigating risk and ensuring compliance.

- Optimized Resource Allocation
- Enhanced Data Accuracy and Compliance
- AI-Powered Fraud Detection
- Streamlined Communication and Workflow

About Azentio

Azentio provides mission-critical software products across Asia Pacific, Middle East, Africa and India to banks, financial services providers and insurers. It also provides ERP solutions to mid-market enterprises. The company's flagship platforms include Azentio **ONE**Banking, Azentio **ONE**CapitalMarkets, Azentio **ONE**Insurance, and Azentio **ONE**ERP. The flexibility that comes from its software platforms allows a host of applications to work with a single source of data and equips clients with workflow, analytics, document management and flexible integration mechanisms. Azentio Software Private Limited is wholly owned by funds advised by Apax.

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